

TO: FLICC Executive Board Members  
 FROM: Susan M. Tarr, Executive Director, FLICC  
 SUBJECT: Minutes of the March 27, 2003 FEB Meeting

<u>FEB Members</u>	<u>Agency</u>	<u>Present</u>	<u>Absent</u>
Beacher Wiggins	LC		X
Evelyn Frangakis	NAL	X	
Hoyt Galloway	Customs	X	
Becky Lyon	NLM	X	
Sheila McGarr	Education	X	
Sarah Mikel	NDU	X	
Ken Nero	NLRB		X
Ann Parham	Army		X
Carla Pomager	Army	X	
Judy Russell	GPO	X (by phone)	
Jocelyn Rankin	CDC		X
Susan M. Tarr	FLICC	X	
Joseph Banks	FEDLINK	X	
Anna Bohlin	FLICC	X	
Lynn McDonald	FEDLINK	X	

## **AGENDA**

1. Approval of minutes of the January 9, 2003 FEB meeting — Beacher Wiggins (LC) FLICC Chair
2. FLICC Working Groups (short reports as time allows):
  - Awards – Becky Lyon (NLM)  
-discussion of awards issues
  - Budget and Finance – Judy Russell (NCLIS)
  - Content Management – Ken Nero (NLRB)
  - Education – Jocelyn Rankin (CDC)
  - Homeland Security – Hoyt Galloway (Customs)
  - Nominating – Sheila McGarr (NLE)
  - Personnel – Ann Parham (Army)
  - Policy - Committee of the Whole
  - Preservation and Binding – Evelyn Frangakis
  - FEDLINK Advisory Council (FAC) – Carla Pomager (Army), FAC Chair
3. FLICC Report — Susan Tarr (short reports):
  - Outsell survey in April
  - 2003 FLICC Forum 3/19/03- update
  - "Nominees"/volunteers for E-Gov Council (Section 207 of E-Gov Act)
  - Follow-up on Competitive Sourcing/Advocacy
  - Federal General Counsels' Forum 3/4/03 - update; topic for July 8 GC Forum
4. FEDLINK (short reports):
  - FEDLINK Network Operations — Lynn McDonald
  - FEDLINK Fiscal Operations — Joseph Banks

5. Old Business:
6. New Business:

Next Meeting: Thursday, May 15, 2003

## AGENDA

1. Approval of minutes of the January 9 FEB meeting — Beacher Wiggins (LC), FLICC Chair — Mikel (NDU), FLICC Vice Chair, called the meeting to order at 9:35. The minutes were approved as written.

2. FLICC Working Groups (short reports):

- Awards — Becky Lyon (NLM) - Lyon asked FEB members to assist the Awards Working Group in finding a new definition for “Library/Information Center” that makes it clear that the award applicant is submitting its nomination as part of an entire organization offering full service and not just a component of that service. Tarr said that two nominations for the 2002 Awards came from subunits of larger libraries. Both units were responsible for only one function, in one case document delivery and, in the other case, database services. At the December 2002 evaluation meeting, the Awards Working Group decided to evaluate the two nominations despite questions asked about their eligibility. Neither nomination received high enough numbers for the working group to forward them to the FEB as finalists. The FEB then discussed which parts of the organizational hierarchy would be included in the definition of a library/information center. Members also asked whether the library/information center was fulfilling its parent agency mission/legislative mandate or its own mission. Members then agreed that branch and field office libraries should be seen as separate libraries. FEB members suggested that the nominations be made on behalf of the entire library/information center, but the narrative could focus on one or more subunits that had made a special impact during the year of the award. FLICC staff will revise Awards materials to reflect these changes and then forward the draft materials to the working group and the FEB for approval.

Tarr gave examples of how the FLICC awards raise visibility and give wider recognition of federal libraries both inside and outside the parent agency: the NASA Goddard Flight Center Library was given \$100,000 for a knowledge management project; and the director of the J.A. Haley Veterans Hospital mentioned in his awards acceptance speech the importance of the new small library award category, which gave them an opportunity to compete and be recognized on a national level.

- Budget and Finance — Judy Russell (NCLIS) - The report was deferred to later in the meeting.

- Content Management — Ken Nero (NLRB) - Tarr reported for Nero and referred to two program announcements in the meeting packet, “Promoting Information Retrieval Strategies in Federal Agencies” on March 31, and “Creating Taxonomies: How to Use Metrics to Show Progress” on April 29. The group is concentrating on developing programs/brown bags dealing with key topics in content management and in technologies that support content management. Tarr referred to a proposal in the packet from Blane Dessy (Justice) to Brooke Dickson, Policy Analyst at OMB. The proposal is in response to Dickson’s invitation for representation from the FLICC community to collaborate with OMB in their Federal Enterprise Architecture (FEA) efforts. Tarr expressed the need for the library/information center community to assist in matters of information management and customer service, and hoped that OMB/FEA staff member Robert Haycock would accept Dessy’s proposal for collaboration.

- Education — Jocelyn Rankin (CDC) - Tarr reported that the excellent “Balanced Scorecard” brown bag is now available on the FLICC Web site. FLICC is also considering selling educational program videos that are now only available through the NLE interlibrary loan service. Two video

programs are currently available for purchase through a pilot program, and customers can purchase the videos using their FEDLINK training accounts or with an agency purchase order.

- Homeland Security — Hoyt Galloway (Customs) - Galloway reported that the working group now meets every two weeks to address library services under the new department.

The department administrators are, at this early stage, mostly interested in organizational issues, but services will need to become part of the discussion as well. The following departments/agencies are presently members of the FLICC HSD group: Agriculture, Commerce, Defense, Energy, FEMA, GSA, HHS, Justice, Transportation and Treasury.

The working group has collected information about databases used by the libraries at these departments/agencies and found that most used were LexisNexis, Westlaw and Dunn & Bradstreet. Lexis is already producing a proposal for DHS. Tarr has been in contact with the DHS's Chief Information Officer, Steve Cooper, the acting Chief Knowledge Officer, Nat Heiner, and with Jim Feagan, who is in charge of the DHS's Data Management Working Group. Tarr has also talked to records managers to develop a content construct, i.e., what information is needed for whom and from what sources. DHS would appreciate assistance from FLICC, including the possibility of using FEDLINK services.

- Nominating — Sheila McGarr (NLE) - McGarr reported that the group is not meeting at this point as all the elected members for the 2003-2005 term are all in place. The next election cycle will start in June of this year.

- Personnel — Ann Parham (Army) - Mikel reported for Parham that Tad Downing (GPO), due to increased responsibilities at GPO, has stepped down as chair of the working group and that a new chair will be nominated. FEB members should forward their nominations for possible candidates to Parham or Tarr. Mikels also reported that FLICC has created a personnel recruitment packet for the DC/SLA career day. Mikel asked FEB members to accompany FLICC staff to this job fair on April 5.

- Policy — Committee of the Whole - No report.

- Preservation and Binding — Evelyn Frangakis - Frangakis reported that the group is still working on a revision of the new GPO binding contract. The present contract has been extended to April 30. The RFP for preservation services is finished and has been forwarded to the LC Contract Services. The group is also considering several educational programs for the fall, including an environmental preservation workshop sponsored by the Chesapeake Information Research Library Alliance (CIRLA), and several digitization workshops sponsored by OCLC. These workshops were originally developed by networks such as SOLINET and AMIGOS and facilitated by the OCLC Co-Op to reach a wider audience.

- FEDLINK Advisory Council (FAC) — Carla Pomager (Army), FAC Chair - Pomager reported that the FAC met the previous week and discussed the FLICC/FEDLINK FY04 budget, the FEDLINK/federal libraries representation to the OCLC Member Council, and the program for the May 8 FEDLINK Spring Membership Meeting.

### 3. FLICC Report — Susan Tarr (short reports):

- Outsell survey in April - Tarr referred to the notice in the packet called "Attention Members of the Federal Library Community" and a letter from Richard Curtis, Director of Acquisitions and Licensing at Outsell. The Curtis letter dealt with the concern about being barraged with unsolicited junk mail if participating in the survey. His response was that Outsell follows the American Marketing Association's guidelines which prohibit any market research data from being used for any marketing and or sales purposes. Robin Hatziyannis, the FLICC Editor-in-Chief, is now working with Karen Wilson, the Outsell analyst who prepared the survey and who oversees announcing the survey. Tarr asked FEB mem-

bers if an announcement regarding the American Marketing Association guidelines should be included in the survey instructions. Tarr also asked for advice regarding whether a broadly distributed notice via listservs should be sent announcing the upcoming survey. FEB members agreed that both measures be done. A FEB member asked who should answer the survey if multiple staff members of the same agency received the survey. Tarr answered that the Outsell survey is a survey of librarians and that all recipients of the survey may respond. The survey includes a screening question to identify the official representative on the highest level. Tarr suggested that a FLICC listserv message include instructions regarding how to answer the official representation question and who should answer it. FEB members then discussed the time required to answer the survey. Tarr said that although some tests had been made by several federal librarians, a definitive answer on how long it would take to fill in the survey was not available yet. FLICC will receive the final Outsell analysis and distribute it to participating libraries free of charge.

- 2003 FLICC Forum 3/19/03- update - Tarr reported that the Forum was well received and noted that more CIOs and information technology and content management professionals attended as a result of advertizing the event more broadly. Tarr made reference to a copy of an email note in the packet from Forum speaker Stephen Arnold regarding the OMB's intent to formulate a content management directive and why LC should play a leadership role in relation to this directive. Tarr said that his suggestion relates to the Section 207 of the E-Gov Act. Tarr asked FEB members to study Arnold's notes to see if any actions should be taken based on his suggestions.

- “Nominees”/volunteers for E-Gov Council (Section 207 of E-Gov Act) - Tarr referred to the copy of the Public Law 107-347 - Dec. 17, 2002 included in the packet. It deals with the organization of government information on the Web and the establishment of an interagency committee by June 2003. Brooke Dickson (OMB) is gathering nominations/volunteers to serve on this committee. The functions include sharing “effective practices for access to, dissemination of, and retention of federal information.” Tarr asked what role should the FEB play to get the right people onto the OMB council. She suggested the following options: 1) promote the OMB search; 2) ask people to send their information to FEB for consideration; 3) select appropriate nominee(s); or 4) combine the second or third options. FEB members decided to screen candidates and recommend people with the highest credentials specific to the needs of the committee. Members agreed that this process would lend more credence to the candidates when OMB begins selecting committee members. They also suggested various names from the federal library community, including finding a representative from the Library of Congress. Tarr will solicit more information from Dickson regarding OMB's nomination process.

- Follow-up on Competitive Sourcing/Advocacy - Tarr asked FEB members if FLICC should take any further action regarding competitive sourcing and Circular A-76. FLICC's advocacy efforts include education about the A-76 and outsourcing, the formation of the Department of Homeland Security Working Group, and the FLICC Awards.

- Federal General Counsels' Forum 3/4/03 - update; topic for July 8 GC Forum - Tarr reported on the March General Counsels Forum featuring the CENDI Copyright Task Force. Speakers reported on FAQ's and the information they had gathered on government copyright. Tarr said that the next forum will be held on July 8 and asked FEB members to attend these meetings and to suggest further topics on legal issues under discussion. The General Counsels group has been successful in dealing with a variety of legal issues related to the library community and given librarians a chance to open communications with their attorneys.

- Budget and Finance — Judy Russell (GPO)- Tarr reported for Russell. The Budget Working Group just met and Carol Bursik (Justice) has agreed to serve as the chair again this year. At the next FEB meeting, FEB members must approve the proposed budget to send forward to the FEDLINK and

FLICC memberships for a vote. The Librarian of Congress will give the final approval of the budget. Tarr referred to several items in the meeting packet related to the budget: "The status of the FEDLINK Revolving Fund during FY02", "Major FEDLINK Budget Issues for FY04" and a draft "FY04 Budget Proposal." FLICC/FEDLINK is still working on issues related to the RoweCom/Faxon bankruptcy and its impact on about 50 FEDLINK customers with over \$2.5 million of their funds tied up in the bankruptcy process. FEDLINK staff members were able to terminate and withdraw contracts where no payments or obligations had been made. Sofar, LC's General Counsels Office has determined that 30 other agencies are free and clear from their previous contractual agreements with Faxon. FEDLINK staff members assisted these agencies in identifying replacement vendors. There will be a monetary loss as a result of the bankruptcy, but the question remains as to who will absorb this loss.

Other issues that affect the budget are the cost of implementing the new Oracle financial system, the impact of expanding the Direct Express pilot program to all online services vendors and the need to increase the reserve level to at least 25 percent of the total operating budget. Tarr referred to the already accumulated reserve of \$1,250,545, as shown on the projected FY04 budget proposal, which is the sum of the reserve at the end of the first year of the revolving fund, collected from the unused fees from five active years before the revolving fund began. At this time, FEDLINK projects a deficit for FY03, but Tarr said that figures may still change as the year proceeds. To help with the projections, the Budget Working Group members will survey the 70 FEDLINK customers with the most service dollars transferred to FEDLINK, to find out what their purchasing plans are for FY04.

4. FEDLINK (short reports):

- FEDLINK Network Operations — Lynn McDonald - McDonald reported that FEDLINK is working on a list of nominees to retain the two seats allocated to federal library representation on the OCLC Members Council. McDonald also said that on the afternoon of the FEDLINK meeting in May, attendees have been invited to meet with Outsell regarding issues and trends related to federal libraries. Information from this meeting will be shared during the trend discussion at the next OCLC Members Council meeting.

- FEDLINK Fiscal Operations — Joseph Banks - No report

5. Old Business:

Russell (GPO) asked FEB members for input on how GPO and federal libraries might forge partnerships to improve access to government information for both agencies and the public. Russell would like to encourage a dialogue between GPO and federal libraries to discuss needs and preferences regarding the distribution of electronic and printed materials. Tarr will ask the FLICC membership for volunteers to assist GPO in these matters.

6. New Business: - No report.

Next Meeting: - Thursday, May 15, 2003

**HANDOUTS:**

- 1 Agenda
- 2 Minutes of the January 9, 2003 FEB Meeting
- 3 Notes from the FLICC Awards Working Group meeting 12/6/02
- 4 Selection criteria statements from two 2002 Library/Information Center nominations
- 5 "Status of FEDLINK Revolving Fund During FY2002" report
- 6 "Major FEDLINK Budget Issues for FY2004" report
- 7 Draft FY 2004 Budget Proposal
- 8 "The Federal Library and Information Center Committee (FLICC) and Federal Enterprise



Architecture: A Proposal for Collaboration”

- 9 Copy of email update from Anne Harrison to the Preservation and Binding Working Group regarding working group developments
- 10 Copy of email letter from Susan Tarr to the federal library community on the FLICC cooperation with Outsell
- 11 Copy of email from Richard Curtis/Outsell to Diane Schnurpusch at DTIC on the Outsell survey of federal libraries
- 12 Copy of email from Stephen Arnold to Susan Tarr on the OMB intra-governmental data council
- 13 Public law/Section 207 on “Accessibility, Usability, and Preservation of Government Information”
- 14 FEDLINK Fiscal Operations report
- 15 2002 FLICC Awards brochure
- 16 Meeting Schedule for FLICC and FEB for 2003
- 17 Meeting Announcements:
  - 2003-14 AMA seminar on Critical Thinking
  - 2003-15 AMA seminar on Negotiating to Win
  - 2003-16 Promoting Information Retrieval Strategies in Federal Agencies
  - 2003-18 Joint Spring Workshop: Ownership of Media
  - 2003-19 Creating Taxonomies

#### **ACTION ITEMS:**

- 1 FLICC staff will revise Awards materials to reflect changes suggested by FEB members regarding the mission and organizational issues, and then forward the draft materials to the working group and the FEB for approval.
- 2 Nominations for possible candidates for a new chair of the Personnel Working Group should be forwarded to Parham or Tarr.
- 3 FEB members were asked to accompany FLICC staff to the DC/SLA career day/job fair on April 5.
- 4 Tarr suggested that the FLICC listserv message regarding the Outsell survey of federal libraries would include instructions on how to answer the official representation question and who should answer it.
- 5 Tarr asked FEB members to study Forum speaker Stephen Arnold’s notes to see if any actions should be taken based on his suggestions regarding the OMB’s intent to formulate a content management directive related to the Section 207 of the E-Gov Act.
- 6 Tarr will solicit more information from Brooke Dickson regarding OMB’s nomination process for volunteers to participate on their E-Gov Interagency Committee.
- 7 Tarr asked FEB members for content ideas for future General Counsels fora.
- 8 Russell (GPO) asked FEB members for input on how GPO and federal libraries might forge partnerships to improve access to government information for both agencies and the public. Tarr will ask the FLICC membership for volunteers to assist GPO in these matters.

Minutes prepared by Anna Bohlin, FLICC